



## Florida Department of Transportation

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In the Matter of Designation of 211 and 511 as Abbreviated Dialing Arrangements  
CC Docket No. 92-105

### COMMENTS OF THE FLORIDA DEPARTMENT OF TRANSPORTATION (FDOT)

The FDOT hereby submits its comments on the status of 511 to determine whether the 211 and 511 dialing codes are being utilized in the manner for which they were assigned. FDOT has made a significant investment in enabling the 511 traveler information dialing code throughout the state. Florida's 511 services currently encompass six separate services, and FDOT is currently in the process of combining them into one, state of the art, statewide 511 service.

511 services began in Florida with the launch of the Central Florida system in June 2002. This was followed by Southeast Florida (Miami area) in July 2002; Tampa Bay in September 2004; the statewide system in November 2005; the Northeast Florida (Jacksonville area) in October 2006; and the Southwest Florida (Ft. Myers/Naples area) in April 2007. These services have received over 17 million calls since the first launch.

511 in Florida, along with its co-branded web pages (available at <http://fl511.com/>), has proven valuable to travelers both under ordinary travel conditions as well as during natural disasters and other emergencies. That the phone systems receive approximately 500,000 calls per month (along with 1 million web site hits per month) demonstrates the ongoing value of being able to get traveler information as-needed. Equally important, however, has been 511's performance during natural disasters. In 2005, in particular, Florida was struck by several strong hurricanes throughout the summer and fall. 511 was able to provide information to travelers throughout the state, and was in much demand, as shown by the fact that call volumes for the system, on a statewide basis, peaked in 2005.

Usage numbers, while important, are only part of the picture. FDOT collects user feedback on the state's 511 offerings, and uses that feedback to assess the quality of the service and to plan for enhancements. Some of the feedback received includes the following:

"I drive for a living and the 511 system has really helped to make my life easier."

“Got the number off the Florida Traveler’s Guide that I picked up at a rest stop and I’m very pleased. Thanks for your help.”

“I am duly impressed with the modern technology and the fact that this is being supplied to our drivers. Thank you very much for it.”

Callers to 511 in Florida can get information statewide on major highways, as well as more detailed information in southeast Florida, southwest Florida, central Florida, Tampa Bay, and northeast Florida. In those areas, callers can get more detailed information on local highways and special events, as well as transit information, airport information, and other relevant information. In addition, the southeast Florida system allows callers to use Spanish as well as English to communicate with the system. To be interoperable with 511 services around the country, the Florida 511 systems recognizes the national interoperability phrases developed by the 511 Deployment Coalition for highway and transit information as well as for “help” functions.

As one of the early implementers of 511, FDOT is now in the process of assessing its lessons learned from the deployments to date, along with the feedback that it has received from callers, to develop a new, statewide system. This system, which will be launched in 2008, will replace the existing systems. It will eliminate redundancy among the current systems, take advantage of the most current technologies, lower operating costs, and provide a better experience to the user. The state is investing over \$29 million to develop and operate this new system.

To summarize, the Florida Department of Transportation strongly supports the continued assignment of 511 for traveler information. This number allows the FDOT to provide information to travelers throughout the state, leading to increases in efficiency and safety on our transportation network.

Sincerely,



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